

WORK PROCESS SCHEDULE

1. **OCCUPATIONAL TITLE: CAREER DEVELOPMENT TECHNICIAN**

2. **DOT CODE: 166.267-901**

3. **O*NET Code: 13-1071-01**

4. **RAIS CODE: 1057**

5. Occupational Description: Assesses adult job readiness and personal growth goals; assist the client with job search; maintains adult case records; program data and other statistical records. Monitors adult's on-the-job performance. Establishes agreements with businesses to provide placement and on-the-job training; establishes agreements with non-profit agencies or post secondary institutions to provide necessary life skills to adults.

6. **Term: Competency Based (4500 Hours)**

The following outlines the on-the-job learning for the occupation of Career Development Technician. The suggested related technical instruction which supplements the on-the-job learning follows the on-the-job training outline.

	<u>Aprox. OJT Hours</u>
<u>Communicate Professional Knowledge</u> Apply relevant theory and research about "adult learning and motivation Apply basic principles of group work and facilitation Cooperative learning, conflict resolution and behavior Management. Apply strategies of community consensus-building, mobilization and advocacy Apply "best practices" from a workforce development approach.	200
<u>Communicate with client directly and through the Expression of Attitude</u> Effectively communicate with client and facilitate discussion both One-on-one and in group settings. Demonstrate effective listening skills by listening to what other people are saying and asking appropriate questions. Apply skills helping skills principles e.g, confidentiality, problem solving, conflict resolution and referrals	1100

Demonstrate concern about the well-being of others interest in feelings and experiences of others; support the self-esteem of others.

Demonstrate a belief in the potential and empowerment of all clients

Demonstrate awareness of commonalities and differences (such as gender, race, ethnicity, class and religion) among adults of diverse backgrounds and appreciation of differing talents, sexual orientation, and faith

Demonstrate knowledge of negotiating skills by addressing client's concerns and arriving at a win-win solution.

Maintain appropriate "boundaries" (such as roles responsibilities, relationships and confidentiality) with adults.

Demonstrate leadership qualities.

Challenge self defeating attitudes of clients in a supportive manner

Assessment/Individual Planning

500

Observe and talk with clients to assess individual goals, interests, concerns and competencies, and to do so with an appreciation of their community context.

Prepare next steps with client in achieving individual career goals.

Select, administer and interpret standardized assessment instruments for assessing individual interests and competencies

Track and evaluate participant progress; revise individual service strategy plans as appropriate, and coordinate necessary resources.

Demonstrate knowledge of personal money management by assisting client with setting realistic financial goals and developing a plan to achieve those goals (e.g., spending plan, record of daily expenses, and understanding fixed and variable expenses)

Demonstrate ability to recognize individual strengths and barriers which may affect career activities.

Demonstrate knowledge and awareness of usefulness of formal assessments.

Program Design and Delivery**600**

Apply “best practices” models to the design, implementation continuous improvement, and evaluation of organizational programs and practices to make it more effective.

Initiate, enable, and sustain group interactions and relationships through the completion of an ongoing activity or project.

Design and implement social and cognitive developmental opportunities for client e.g., critical thinking skills and reasoning ability.

Foster and promote multi-cultural understanding.

Design and implement life skills classes and workshops on job readiness.

Assist client in acquiring positive decision making skills.

Relationship to Community**550**

Demonstrate a willingness to search for and retain information about communities with cultural and economic backgrounds different from their own.

Maintain relationships and demonstrate working knowledge of non-center partner organizations

Demonstrate a willingness to search for and retain information about communities with cultural and economic backgrounds different from their own

Demonstrate an awareness of the array, mission and referral processes of community agencies and organizations that serve adults and families.

Administrative Skills**400**

Maintain records (e.g., case notes, program data and other statistical records related to job placement and retention.

Demonstrate ability to write effective reports, case studies, notes and letters.

Demonstrate knowledge of time management strategies.

Demonstrate knowledge of team development e.g., identifying roles of team members.

Demonstrate knowledge and application of appropriate technologies to the task at hand (e.g., specific computer applications, internet)

Demonstrate knowledge and application of program objectives.

Workforce Preparation**300**

Assess career interests through the use of appropriate instruments, e.g., interest inventories, personality measures multiple aptitude or achievement batteries combined instruments.

Assess job readiness of clients through the evaluation of interview skills, job keeping skills, social skills..

Conduct career readiness training which includes workshops and courses that cover career topics such as resume writing, interview skills, job hunting, job keeping skills and completion of applications.

Demonstrate ability to recognize strengths and barriers which may affect career training activities.

Career Exploration**200**

Assist clients with development of Career Development Plan.

Utilize current labor market information, and other post-secondary information materials which assist clients identify individual preferences and skills.

Assist client with making informed decisions about future career goals by utilizing computerized career information delivery system by ensuring that they are knowledgeable in accessing employment placement services, utilize various job search e.g., O*NET, resume computer software and navigating the internet.

Apply knowledge of education, training and resources that provide information about job functions, salaries, requirements and future outlooks.

Resource Development

150

Create and maintain relationships with the educational systems, e.g, secondary, post secondary and others

Conduct community assessments and identify under used resources to assist in providing employment, training and support services resources.

Assist clients with services available through One Stop Centers.

Coordinate employer outreach with other workforce development agencies in the community and utilize employer advisory councils for education and workforce preparation programs.

Employer Relations

500

Coordinate job search activities with employment service staff, employer, and client create and maintain relationships with employer to insure client job retention

Demonstrate conflict resolutions skills to resolve problems with employer and client to increase client job retention

Have working knowledge of employer needs and concerns

Monitor on the job performance to ensure client's success in the workplace

TOTAL HOURS

4500

RELATED INSTRUCTION OUTLINE

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job learning. It is through the combination of both the on-the-job learning and the related technical instruction that the apprentice can reach the **skilled level** of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

<u>Core Skills</u>	<u>Approx. Hours.</u>
• Speech Communication	8
• Facilitation	8
• Group Work, Group Dynamics	16
• Motivational Skills	6
• Understanding Adult Learning Styles	20
• Sociology	6
• Role of the Family	5
• Multi-Culturalism and Diversity Training	20
• Health Promotion / Drug and Alcohol Abuse Prevention	6
• Clients with Special Needs	8
• Life Skills	4
• Conflict Resolution/Violence Prevention	12
• Behavior Management (Stress/Anger Management)	8
• Training Materials Development	12
• Writing	8
• Knowledge and Interpretation of Assessment Tests	8
• Community Advocacy Skills	7
• Conducts and Ethics	4
• Grief Counseling	8
• Training on assisting people with Disabilities	8
• Knowledge of the Legal System	8
• Problem Solving	10
• Education and Training	8
• Modeling Behavior	3

Workforce Development Skills

• Job Search Skills	8
• Job Preparation Skills	8
• Career Readiness Training	3
• Career Development Process	2
• Labor Market Information	4
• Career Development Plans	8
• Vocational/Career/Educational Testing	4
• Job Development	4
• Employer Relations	5
• Resource Mapping	4
• Monitoring / Supervision	16
• History and Structure of Workforce Development System	8
• Knowledge of Learning Styles	8
• Confidentiality (Knowledge of Federal, State, Local confidentiality and referral protocols)	4
• Outreach	6
• Marketing	4

Administrative Skills

• Basic Computer Skills	28
• Maintenance of Client Case Records	8
• Case Management	16
• Data Management Skills	16
• Time Management Strategies	3
• Teamwork Skills	6
• Creating Factual Base and Documenting Results	4
• Documenting program eligibility	24

TOTAL HOURS 412